

## Human Resources

### Mission Statement

The mission of the Human Resources Dept is to provide professional and effective services for the organization and general public in order that the organization attract, retain, train and motivate a competent workforce. The mission of the Human Resources Dept is also to provide community relations services and coordinate specialized programs for the community in order to more effectively link residents to their local government.

### Council Priorities Addressed

- Multicultural Community
- More Effective Communication with the Public

### Major 2001/02 Priorities

- Implement the Microfiche Scanning System to more efficiently retrieve, file and maintain employee & volunteer Personnel Records.
- Achieve a 90% overall satisfaction rating for customer service delivery to the public and employees.
- Secure a benefits consultant to evaluate and redesign the City Employee Benefits package.
- Select and implement the new employee benefits plan by the 2001 Open Enrollment.
- Place the City's salary and fringe benefit resolutions on-line.
- Include supplemental forms for specific recruitments on-line.
- Implement a Safety Audit Program.
- Increase the number of youth served in the Job Training Programs.
- Implement a Certificate Program for Supervisors.
- Visit the Corporation Yard once a week to increase accessibility to those employees with questions and concerns related to Workers Compensation.

### **Programs and Program Goals**

#### **FY 2001/02**

**Administration Program:** To provide policy direction/leadership/vision, administration and fiscal management to enable the Department to achieve program outcomes while complying with federal, state, local, and other requirements.

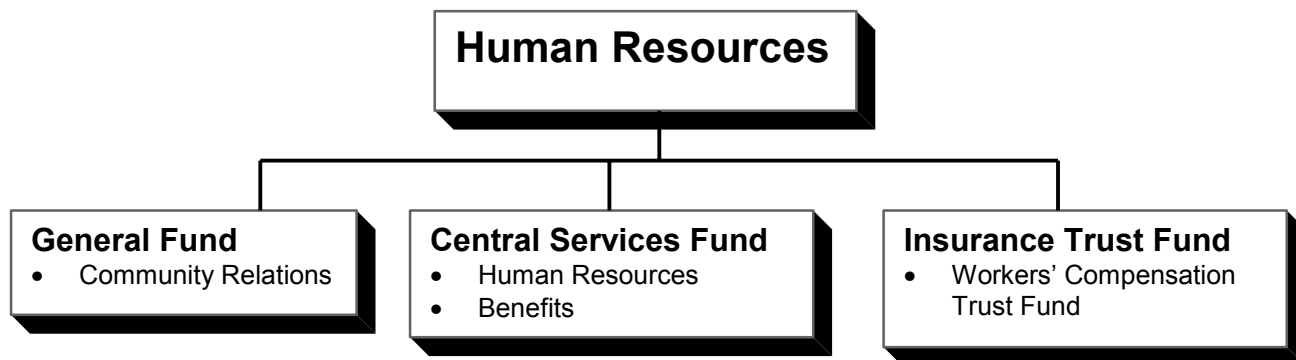
**Benefits Program:** To administer the City of Riverside benefits plans in a timely, accurate and efficient manner and function as a liaison for current and former employees in order to inform and educate them of available benefits.

**Classification & Compensation Program:** To provide departmental and city-wide organizational studies and benchmark salary surveys for the organization in order that the City will be a competitive employer based on defined labor markets and have the ability to attract and retain a competent workforce.

**Community Relations Program:** To provide timely staff support and activity coordination for various boards and commissions in order that community members will have increased awareness in local government activities.

**Employee/Employer Relations Program:** To negotiate, adopt, and administer agreements between the City and various employee groups/bargaining units and to provide dispute resolution activities from employees and the organization in order to promote effective communication and relations in the workforce.

## Human Resources



### Description of the Service

The Human Resources Department is responsible for the selection, appointment, advancement and separation of employees; the recognition of efficient employee service; and the provision of a reasonable degree of security for all qualified employees.

Traditional functions administered include benefits administration, compensation, employee relations, employment, equal employment opportunity compliance, safety, training/employee development, and workers compensation.

Additionally, the department administers the Municipal Volunteer Program and special youth job training programs. The Community Relations Division works with other departments, government agencies, community groups, non-profit organizations, commissions and individual citizens to administer cultural and human services programs.

### Programs and Program Goals

**Recruitment & Selection Program:** To attract, test, and certify qualified applicants in compliance with federal, state and local regulations for the organization in order that departments may select high quality employees who will effectively perform City services.

**Safety Program:** To provide coordination and oversight of state and federally mandated safety and environmental programs for the organization and its employees in order to ensure a safe and healthful work environment.

**Training/Development Program:** To provide skill, supervisory, professional development and safety training for current and new employees in order that they may maintain and improve their skills thereby increasing departmental effectiveness.

**Workers Compensation Program:** To provide timely and accurate state mandated workers compensation benefits for eligible injured workers in order to comply with federal, state and local regulations while mitigating costs to the City of Riverside.

**Youth Job Training/Career Awareness Programs:** To provide job readiness training and career awareness opportunities to Riverside's young people in order that they become exposed to career opportunities and obtain job readiness skills to become employable citizens of Riverside.

## Human Resources

### **Recent Accomplishments**

- Implemented a standardized process and format for conducting investigations involving employee complaints related to harassment, discrimination, or employment.
- Conducted comprehensive salary surveys on benchmark classes for General Unit, Public Utilities Field Unit and Public Safety Units for use in negotiations for determining the City's competitiveness in its compensation plans.
- Increased outreach efforts and reduced advertising costs through expanded use of the Internet for attracting qualified applicants.
- Acquired software for administration of performance exams on various software programs for up to 8 candidates simultaneously resulting in greater time efficiency for staff.
- Established a computer training center in Human Resources.
- Increased the number of municipal volunteers hours estimated at 5%, exceeding our performance measure of 2%, resulting in a total of 103,984 hours donated to the City.
- Coordinated the City of Riverside, Service and Educational Training Program (RESET), which provides on the job training and personal development to Riverside's young adults (ages 18-23). This program served 23 youth in 2000.
- Formed the Western Inland Empire Coalition Against Hate.